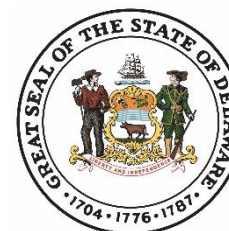## Disability Insurance Program - Quick Reference Chart
For University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) Human Resource, Benefit and Payroll Representatives with DIP and/or RTW Administrative or Paying Responsibilities (Designated DIP/RTW Representatives)

Question	Answer	Location/Contact Information
Where can I find the policies currently in force and in practice with respect to DIP/RTW?	DIP Rules and Regulations	SBO Website: https://dhr.delaware.gov/benefits/disability/documents/rules-regulations.pdf
Where can I find helpful resources, including plan highlights, online courses, plan booklets and frequently asked questions on DIP/RTW, for me and my employees?	SBO's DIP Page	SBO Website: https://dhr.delaware.gov/benefits/disability/index.shtml
Where can I find information on important processes and my responsibilities as a designated DIP/RTW Representative?	DIP/RTW Policies and Procedures	Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/procedures.shtml
What is the username and password for the Non-Payroll Groups Secure Benefit Representative Website?	User ID: npreps Password: PAY@non*122	Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/
Where can I find the required steps that I must follow if my employees are going to be out of work due to an accident, illness or pregnancy for more than 30 calendar days?	Human Resources DIP Checklist	SBO Website: https://dhr.delaware.gov/benefits/disability/hr-use-only.shtml Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/dip.shtml
What is the required document that I must provide to all employees by the 5th calendar day of their absence from work?	STD Form Letter, Employee Acknowledgement and Claim Filing Checklist	SBO Website: https://dhr.delaware.gov/benefits/disability/hr-use-only.shtml Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/dip.shtml
Where can I find the process employees must follow if they wish to appeal their STD claim decision?	STD Claim Appeals Process document	SBO Website: https://dhr.delaware.gov/benefits/disability/documents/std-appeals-process.pdf
What is the required document that I must provide to employees who have not returned to work by the 20th week of their STD benefit period?	Long Term Disability (LTD) Form Letter and Packet Information	SBO Website: https://dhr.delaware.gov/benefits/disability/hr-use-only.shtml Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/dip.shtml
Who can I contact (or direct employees to) for assistance with returning to work from STD and LTD?	SBO's Return to Work Coordinator	Phone: (302) 760-7069 Email: returntowork@delaware.gov

Key Terms and Acronyms:

- Disability Insurance Program (DIP)
- Short Term Disability (STD)
- Long Term Disability (LTD)
- Return to Work (RTW)
- The Hartford Ability Advantage (THAA)

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Question	Answer	Location/Contact Information
What is the administrative platform where I can view employee STD and LTD claims data, complete the Eligibility to Verify and access/run reports?	The Hartford Ability Advantage (THAA)	THAA Website: https://abilityadvantage.thehartford.com
What am I required to do if I receive an email from the Hartford about Eligibility to Verify or the Daily Change Activity Report in THAA?	Follow the DIP Procedures for processing: • Eligibility to Verify (DIP-002) • Daily Change Activity Report (DIP-011)	Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/procedures.shtml
Who do I contact if I...? • Have SBO contact list changes/updates • Need THAA access granted/removed • Experience THAA login challenges	SBO Benefits Help Desk	Email: benefits@delaware.gov *Note: Before adding/removing DIP/RTW Reps on SBO's contact list and granting/removing THAA access, SBO outreaches and confirms with organization HR and Payroll Leads*
Who do I contact if I have questions on...? • Navigating THAA • Using widgets in THAA to change/revise the frequency of reports • Running/accessing employee data and reports within THAA	First, review the THAA Employer Reports User Guide for information and helpful tips. If you have further questions after reviewing this document, email the Hartford's Dedicated Mailbox.	THAA Employer Reports User Guide - Non-Payroll Groups - Secure Benefit Representative Website: https://nebsreps.dhr.delaware.gov/dip.shtml Hartford's Dedicated Mailbox: DIPAssist@TheHartford.com
Who do I contact if I have questions or issues with employee STD and LTD claims?	Log into THAA and schedule a meeting with the employee's analyst or email the Hartford's Dedicated Mailbox	THAA Website: https://abilityadvantage.thehartford.com Hartford's Dedicated Mailbox: DIPAssist@TheHartford.com
Where should I send questions and information related to STD overpayments?	Joint mailbox between SBO and the Insurance Coverage Office (ICO)	Email: WCPIPSTD_OVERPYMTS@delaware.gov
Where can my employees view their disability claim status and information?	Hartford's Website	Website for disability claims filed before November 2, 2020: https://thehartford.com/mybenefits Website for disability claims filed on or after November 2, 2020: https://abilityadvantage.thehartford.com
Where should I direct my employees if they have questions about their disability claim?	Hartford's Claim Unit (Another great resource to direct employees to are the DIP/RTW Frequently Asked Questions located on the SBO website)	Hartford's Claim Unit Phone Number: 1-877-484-9731 SBO Website: https://dhr.delaware.gov/benefits/disability/faq.shtml

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